

SENIORS BUS TRIPS

POLICY AND PROCEDURES



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Section 1 - Bay Connection

Statement of Aims

The following apply to all clients participating in Councils' Bay Connection programs. Specific conditions for Active Adult programs are detailed in Section 2. All policies apply to Bay Connection and Active Adults programs provided by Council.

Purpose

The aim of the Bay Connection – is to provide a program of bus outings for people aged over 55 years in the Canada Bay LGA who:

- Have limited or no access to social events or outings
- Live at home and would like to get out of the house
- Enjoy the company of others
- Would like to travel to a variety of interesting destinations

Outings are organised to places of interest that have good physical access and where minimal walking is required. The bus can accommodate a maximum of 16 participants each trip with capacity for one wheelchair. The Bay Connection trips operate on Tuesdays and Fridays every alternate week. Each client can access one outing per fortnight.

Philosophy

In working with, and for, the City of Canada Bay community, Council is committed to:

- Transparency and honesty;
- Listening to, and working with, the community;
- Respect and equity;
- Providing responsive, sustainable and community-focused services and environment;
- Innovation and improvement;
- Proactive and accountable leadership; and
- A high level of professionalism.

Target Groups

The following target groups will receive priority of access to Bay Connection programs;

- frail aged people;
- people with disabilities;
- people who are socially isolated;
- people who are vulnerable or at risk; and
- people who are financially disadvantaged.

Fees Charged

All clients are required to pay for each trip as outlined in the Fees and Charges schedule and any additional outing costs. Fees and charges associated with all Council's programs are reviewed on an annual basis in line with Council's Management Plan. The trips are subsidised by Council.

Fees charged are in accordance with the Management Plan's Fees and Charges Schedule.

Clients are required to cover the cost of their meals and other incidental costs such as entry fees to venues, meals and personal shopping.

Fees are payable for the Bay Connection Program for the number of trips attended in the month. Clients will be invoiced at the start of the following month. Payments can be made by Direct Debit, on-line, EFTPOS, credit card, posted cheque

or in person at Council. Council must be notified of any cancellation at least 24 hours prior to the trip to prevent being charged.

Enrolment/Booking Process

To enrol in the program, the following procedure is undertaken:

1. Clients contact Council by telephone and are referred to the Seniors Bus Trips Co-ordinator.
2. A phone assessment (Appendix 1) is undertaken by the Seniors Bus Trip Co-ordinator to ascertain the client's eligibility to participate in the program. If the client is assessed as ineligible to participate, they are provided with information about other community support services.
3. The client is sent the Bay Connection Application form). The client is required to complete and return the Bay Connection Application form to Council.
4. If the client is eligible, they will be advised to attend a trial outing for further assessment.
5. If the client is eligible to participate, they will be sent a copy of the current Bay Connection Newsletter and Bay Connection Client Handbook which outlines venues and trip dates.
6. The client will be allocated a place in the program.

Privacy and Confidentiality

To ensure that the services and programs offered by Council are safe and appropriate for clients, it is necessary for Council to collect and hold personal details about clients and volunteers. Protecting the privacy of clients is of vital importance.

This policy applies to all individuals using Councils' bus programs.

Client information is kept in a locked filing cabinet at all times with limited staff access.

Types of Information which will be treated as Confidential

Confidential information can occur in verbal, written, photographic, audio or computer record form. Client records are maintained in locked storage within the Community Development area.

This privacy and confidentiality policy covers information relating to:

- names and addresses of clients and volunteers;
- disabilities or special needs experienced by clients;
- health conditions experienced by clients;
- occupations or lifestyle of clients;
- financial dealings or status of clients;
- acquaintances or friends of clients;
- religion/cultural background of clients;
- clients complaints;
- personal details of volunteers; and
- staff/ volunteer disciplinary, appraisal or grievance procedures.

Client Assessments

It is program policy that existing clients will be reviewed on a regular basis or when an incident occurs that could impact on the appropriateness of the client to participate in bus trips. All clients will be reviewed at least annually. The assessment will be undertaken by an authorised staff member with the consent of the client. Clients can also choose to have the assessment completed by a medical professional and submit the completed form to Council

Purpose

The purpose of a *Client Assessment* is to:

- confirm that the client is suitable to participate in the program;
- obtain feedback from the client as an early warning mechanism that the client's needs may have changed;
- to measure client health status, capacity and suitability to participate in trips against the clear assessment criteria using the Client Assessment Checklist, and
- determine whether there may be indications that participation in the program is no longer appropriate to the client's needs.

Outcome

The outcome of the current assessment could include one of the following options:

- client maintains level of participation;
- client discontinues participation; and
- provision of information to client about other community support services.

Conditions for discontinuing Participation in the program

The following conditions could contribute to a client's access to the program being discontinued:

1. The client's needs are no longer able to be met by the staff and volunteers of the program.
2. The client presents an unacceptable risk to themselves; staff and volunteers due to their behaviour and or mental and/or physical capacity on OH&S grounds.
3. A manual handling risk is identified, and the risk cannot be reduced to an acceptable level.
4. The client's state of health is unstable. The *Client Assessment Checklist* is to be used to establish their health status.

Client Exit Policy

1. The Co-ordinator will arrange a suitable time with the client to conduct an assessment.
2. Conduct a client assessment using the *Client Assessment Checklist*.
3. If following an assessment it is identified that the client's needs cannot be met within the program, provide information about alternative services that may be more appropriate to the client.
4. The Coordinator will advise the client in writing of the final date for participation in the program. Four weeks (4) notice to be provided unless it is deemed that the client is at an immediate risk of harm through participation in the program. If the client is at an immediate risk, access to the program will discontinue immediately.

Access to Services

The City of Canada Bay will endeavour to ensure that where possible programs are accessible and available to all frail aged residents over 55 years of age in the LGA.

Waiting List Policy

1. If a trip has reached capacity, clients who could not be allocated a seat will be placed on a waiting list until a place becomes available.
2. Clients can choose to also be on the 'on hold' list to access trips on an ad hoc basis when there is a cancellation for that trip.
3. Clients will be contacted by phone and offered a place in the program (following the enrolment procedure) when a position becomes available.
4. A copy of the current program which includes venues and dates will be sent to the client.

Promotion of Program

Promotion will take place in a way that ensures:

- broad community awareness of programs and services; and
- equity in access to programs and services.

Programs will be promoted through the following;

- distribution of fliers to community centres, seniors groups;
- inclusion on the City of Canada Bay website;
- distribution to branch libraries;
- promotion in Council's Civic Centre; and
- promotion through other services including Meals on Wheels, Community Transport, Community Centres
- visitation to other community services within the area to introduce program
- targeted letterbox drops
- promotion at events, forums, expos, seminars

Client Rights and Responsibilities

Clients are the focus of Council's Senior's Bus Trips. Clients have acknowledged rights but they also have responsibilities to the City of Canada Bay and the programs and services being offered.

Client's access to Information

All clients on Council's seniors bus trip programs will be given a copy of the Bay Connection Client Handbook when they have successfully completed a trial trip. Family members and or carers may also request copies of the document.

Clients Rights

- The client or with their permission, their carer has access to their personal information held by the City of Canada Bay;
- In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements;
- The client, or with their permission, their carer should be aware of fees to be charged;
- Clients should be made aware of the standard and type of program or service they can expect. Service will be provided in a safe manner, which respects the dignity and independence of the client, is responsive to the social, cultural and physical needs of the client and the needs of the carer;
- Access to programs and services should be decided on the basis of need and the capacity of the program or service to meet that need. Clients have the right to refuse a service and refusal should not prejudice their future access to programs and services;
- Clients have the right to complain about the program or service they are receiving without fear of retribution;
- Complaints by clients should be dealt with fairly, promptly and without retribution;
- Client's views should be taken into account in the planning and evaluation of the service; and
- Client's rights to privacy and confidentiality shall be respected;

Clients Responsibilities

- Clients, or if appropriate, their carer should provide reasonable notice if they will not be participating in the program. Cancellations should be directed to the Senior's Bus Trips Coordinator or Community Life Administration Assistant. Where possible, at least 24 hours preceding the scheduled bus trip;
- Clients **must** wear seatbelts at all times;
- Clients should act in a way, which respects the rights of other clients, volunteers or staff members;
- Clients should respect the confidentiality of information about other participants, volunteers or staff members that they may obtain whilst using services;
- Clients need to take responsibility for their personal belongings; and
- Clients must not eat, drink or smoke on the bus and all rubbish such as tissues and paper must be removed when leaving the bus.
- Clients must hold a form of photo identification to enable them to enter licensed premises for scheduled trip lunches.
- Clients are to be ready at the arranged pick up time.
- Clients must not ask a volunteer for assistance over and above what has been agreed on with staff. All requests for assistance must be made through paid staff.

The City of Canada Bay reserves the right to refuse services at any time to individuals who it reasonably believes may pose a risk to the safety or wellbeing of other passengers, staff, volunteers or themselves.

Client Complaints

Feedback from clients is important in ensuring that services are continuing to be responsive and relevant. All clients have a right to complain about the service they are receiving without fear of retribution.

All complaints received are to be documented by authorised Council staff and discussed with the Operations Manager, Community Life. Person/s affected by the complaint will be fully informed of all the facts and given the opportunity to respond to the complaint.

Complaints Procedure

The following complaints procedure is to be followed:

1. Clients are encouraged to raise their complaint/concern verbally with the staff member in the first instance if they are comfortable with doing this.
2. If the client is not satisfied with the outcome of point 1, or is not happy to discuss the issue with the staff member concerned, they should contact Council's Operations Manager Community Life.
3. If the issue is still not satisfactorily resolved the client should raise the issue in writing to Council's Manager, Community Life.
4. The client should be informed of the complaint handling process and the outcome of their complaint/concern.
5. The formal complaint handling process implemented will be in accordance with Council's adopted Complaint handling Policy.

Confidentiality of Complaints

Information regarding complaints shall be kept confidential amongst staff and other individuals directly concerned with its resolution. Client's permission must be obtained prior to any information being given to other parties, which it may be desirable to involve in order to resolve a complaint.

Lost Property

Council staff and volunteers will assist clients as much as possible to ensure that personal property is not left on the bus or at venues associated with activities. Items that do become lost will be returned to their owners wherever possible. After a period of four (4) weeks, unclaimed items will be donated to charity.

Council does not take responsibility for items lost or stolen during the program.

Section 2 - Active Adults

Purpose

Active Adults is a recreation based program of bus trips which runs on the fourth Thursday of every month. Participants are collected from three locations within the Local Government Area - Five Dock, Concord and Drummoyne.

Target Groups

The program is targeted to active, mobile adults over 55 years of age.

Fees Charged

All program participants are required to pay for bus travel and any additional outing costs. Fees and charges associated with all Council's programs are reviewed on an annual basis in line with Council's Management Plan.

Fees applied to the program are in accordance with Council's Management Plan Fees and Charges schedule.

Clients are required to cover the cost of their meals and other incidental costs such as entry fees to venues and meals.

Fees must be paid in person at Council's Civic Centre or Concord library by the due date or as specified in the Active Adults Newsletter.

Enrolment/Bookings

Active Adults

- Clients are required to complete an Active Adults Application Form;
- The form will assist Council in determining their suitability to attend the program;
- The Seniors Bus Trips Coordinator will notify the client if they are eligible to participate in the Active Adults Program based on their level of mobility;
- If the client is eligible to participate in the program they will be required to complete an Active Adults Trip Preference form indicating their preference to attend scheduled trips. Clients are requested to number their preferred outings from 1 to 5 and will be eligible to attend three out of five trips and return the trip preference form by the due date;
- If the nominated trip is fully booked, the client will be placed on a waitlist and notified if a position becomes available;
- Clients will receive written notification confirming their placement on the trips and/or placement on the waitlist;
- Clients are required to make payment only after trips they are enrolled for have been confirmed in writing.

Cancellation Policy

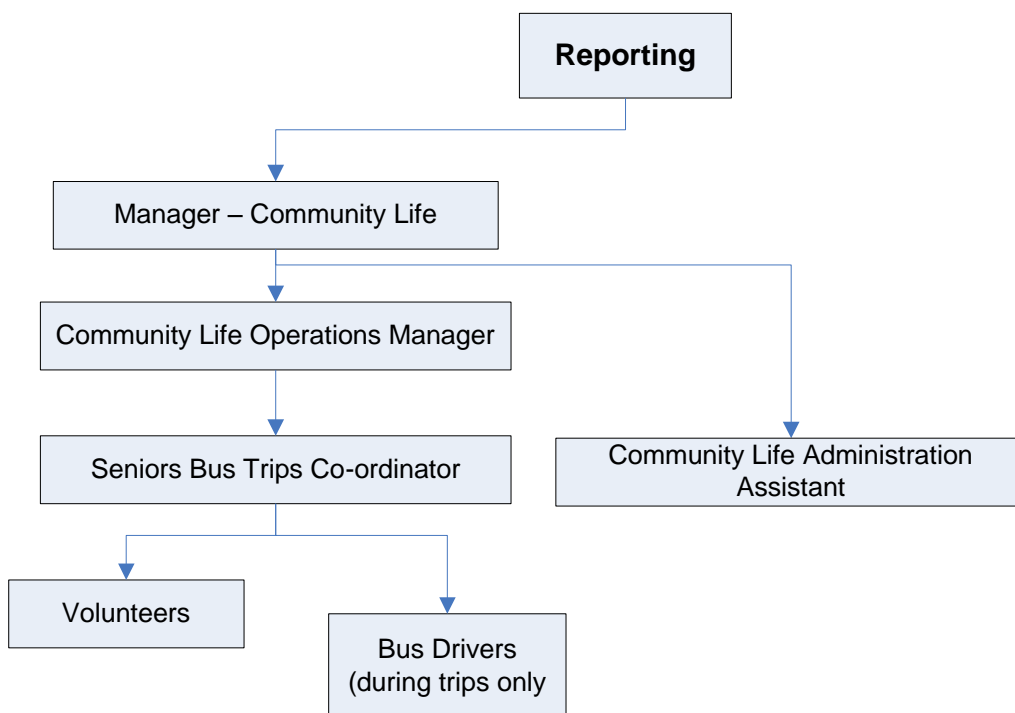
- Clients should provide reasonable notice if they will not be participating in the program. Cancellations should be directed to the Community Life Administration Assistant. Where possible, at least 24 hours preceding the scheduled bus trip; and
- Fees paid for a cancelled outing will be refunded if 24 hours' notice has been received.

Section 3 - Staff and Volunteer Procedures

Team Management

Structure

To ensure the effective management of the bus programs it is important to have clear lines of accountability. The program operates under the following structure:



The Seniors Bus Trips Coordinator reports directly to the Community Life Operations Manager. During bus trips the volunteers and bus drivers are managed by the Seniors Bus Trips Coordinator. The Community Life Administration Assistant coordinates bus bookings and rostering of drivers. Bus drivers are required to report to Community Life prior to starting each shift to collect keys and trip specifications.

Position Descriptions

All paid employees and volunteers are provided with a position description that outlines their roles and responsibilities. These will be reviewed and annually modified in consultation with staff and the relevant supervisor. Each team member will be provided with a copy of their position description at the commencement of their employment and will be requested to sign off that they understand their roles and responsibilities.

Code of Conduct

Whilst representing the City of Canada Bay all staff and volunteers shall be responsible for ensuring that their behaviour adheres to the City of Canada Bay Code of Conduct. Staff and volunteers will be provided with a copy of Council's Code of Conduct at the commencement of their employment.

Volunteer Recruitment Procedure

The City of Canada Bay recognises the valuable contribution made by volunteers and actively encourages their participation. Volunteers will not be used to replace paid workers in the organisation.

1. Volunteers are required to complete and return a Volunteer Application Form to the Seniors Bus Trips Co-ordinator.
2. Once received, the Co-ordinator will contact the volunteer to arrange an interview.
3. The Co-ordinator will outline the requirements and responsibilities of the volunteers position and provide a copy of the Volunteer Information package which includes:

- Volunteer Position Description,
 - Code of Conduct,
 - Seniors Bus Trips fact sheet,
 - Volunteer Handbook
4. If the volunteer is deemed suitable they will be required to sign and return:
 - Code of Conduct Agreement.
 - Position Description.
 - Volunteer Agreement in the Volunteer Handbook.
 5. Volunteers will be allocated a schedule of trips, with a trial period of one (1) month

Volunteer Information Package

Volunteer Allowance

Volunteers are paid an allowance in the amount of \$12.00 per trip as per Council's annual Management Plan Fees and Charges schedule to cover incidental costs such as meals, transport and entry fees.

At the completion of each program, volunteers will be paid according to the number of trips they have attended via direct deposit.

Staff and Volunteer Training

All volunteers and staff will receive training and induction appropriate to their position as required. As a requirement of undertaking any role, voluntary or paid, staff and volunteers must agree to undertake the training necessary to fulfil their role. Training sessions will be provided by Council at no cost to volunteers. Staff and volunteers are encouraged to provide Council with input regarding their training needs.

Staff and Volunteer Grievance Policy

The City of Canada Bay believes that staff and volunteers have the right to lodge a grievance if they are unhappy with the treatment they receive and encourage staff to do so without fear of retribution. Volunteers will also be provided with an annual questionnaire in order to provide feedback and suggestions regarding the Seniors Bus programs.

Formal Complaints Procedure

1. Staff and volunteers may lodge a complaint
2. The complaint should be made to the direct supervisor of the person the complaint is about.

Investigation

1. The supervisor acknowledges the complainants feedback
2. The supervisor advises the complainant when they will be contacted again
3. Follow up to be commenced within three working days
4. The supervisor contacts the staff, volunteer involved, ensuring where possible that the confidentiality of the complainant is maintained
5. The supervisor should record all details of the complaint in terms of date, time, location, description, witnesses
6. The supervisor should read back the information as given and where possible have the person sign off. Where only verbal confirmation is given, the date and time should be recorded.

Resolution

1. The supervisor is to develop strategies to address the issues
2. If necessary the supervisor will interview other staff/volunteers to clarify matters
3. Strategies may include arranging a meeting between both parties, mediation, performance review for staff, training, suspension, dismissal, review of duties
4. Supervisor to provide feedback to the complainant
5. Set a review date
6. Monitor performance and behaviour to ensure agreed strategies are adhered to

7. If agreed strategies are not adhered to it may be necessary to review and implement alternative strategies

If the issue is not resolved to the satisfaction of the complainant, the complainant may appeal in writing within fourteen days.

3.1 Occupational Health and safety

The City of Canada Bay is committed to providing a safe and positive working environment. The occupational health and safety of all persons employed, volunteers and clients within the organisation and those visiting the organisation are considered to be of the utmost importance.

Duty of Care

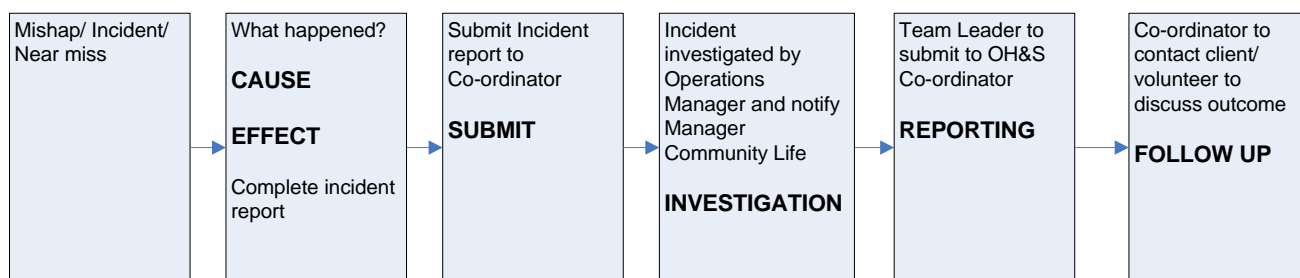
Staff and volunteers of the program have a responsibility to safeguard the health and welfare of clients participating in the program. This policy outlines the expectations the program has to its clients balanced with the clients rights and the rights of others. Duty of care includes the responsibility of staff and volunteers to ensure the accuracy and confidentiality of information provided to recipients. Staff and volunteers will take all reasonable steps to protect clients. Duty of care involves:

1. Identifying situations that could potentially cause injury or harm to a client and or loss or damage to a clients property
2. Where appropriate, explaining the risk to the client and helping the client to undertake an educated course of action
3. Assisting clients to recognise situations that are potentially harmful and how to deal with them

First Aid and Incident Reporting

A first aid kit is to be located on the bus and with the Senior Bus Trip Coordinator at all times. Any injury to clients and any treatment administered must be recorded by the Coordinator on a Register of Incidents Form. An injured worker/volunteer must also notify the Community Life Operations Manager as soon as possible after the injury happens by completing an Incident Report Form. Only staff and volunteers qualified as First Aid officers should administer First Aid.

Incident/Accident/Near Miss Investigation Procedure



Manual Handling

In the day-to-day provision of services, Council staff and volunteers are required to undertake routine activities that involve manual lifting and handling. These activities can include but are not limited to vehicle and mobility equipment and assisting passengers. Volunteers are required to assist within their position description and capabilities.

The Council bus is equipped with a wheelchair hoist in keeping with the Disability Discrimination Act Policy. Council Bus Drivers are trained in using the wheelchair hoist.

Use of Seatbelts and Vehicle Safety

Councils' buses are fitted with safety equipment appropriate to the needs of all passengers including children and people in wheelchairs.

The following procedures will apply:

All clients, volunteers and staff, except where a valid medical exemption is provided, are required to wear seatbelts.

Wherever practicable, staff shall be responsible for ensuring, prior to activity commencement that seatbelts are:

- available in sufficient quantity
- clean and in good working order

Bodily Fluids and Spillages

The basic principles of blood and body fluid/substance spills management are:

- standard precautions apply, including use of personal protective equipment (PPE) as applicable
- spills should be cleared up before the area is cleaned (adding cleaning liquids to spills increases the size of the spill and should be avoided)

Using these basic principles, the management of spills should be flexible enough to cope with different types of spills, taking into account the following factors:

- the nature (type) of the spill (e.g. sputum, vomit, faeces, urine);
- the size of the spill (e.g. spot [few drops], small [$<10\text{cm}$] or large [$>10\text{cm}$]);
- the type of surface (e.g. carpet or impervious flooring);
- the location involved; and
- whether there is any likelihood of bare skin contact with the soiled (contaminated) surface.

Equipment

To facilitate the management of spills in areas where cleaning materials may not be readily available, such as the bus, a disposable 'spills kit' should be used, containing the following items:

- a large (10 L) reusable plastic container or bucket with fitted lid, containing the following items
- appropriate leak proof bags and containers for disposal of waste material
- a designated, sturdy scraper and pan for spills (similar to a 'pooper scooper')
- about five sachets of a granular formulation
- disposable rubber gloves suitable for cleaning (vinyl gloves are not recommended for handling blood)
- eye protection (disposable or reusable)
- a plastic apron
- paper towelling

Single-use items in the spills kit should be replaced after each use of the spills kit.

With all spills management protocols, it is essential that the affected area is left clean and dry.

The mop head is to be replaced every 3 months.

MSDS are to be kept in the bus with any cleaning products used.

Procedures

Care should be taken to thoroughly clean and dry areas where there is any possibility of bare skin contact with the surface. Personal protective equipment (PPE) should be used for all cleaning procedures and disposed of or sent for cleaning after use. Hands should be washed and dried after cleaning.

Wash hands thoroughly after cleaning is completed. The Seniors Bus Trips Coordinator will control and manage spills with assistance from other staff if required. The spills kit will remain on the bus at all times.

Spots or small spills

Spots or drops of blood or other small spills (up to 10cms) can easily be managed by wiping the area immediately with paper towelling and then cleaning with warm water and detergent followed by rinsing and drying the area. Dry the area as wet areas attract contaminants. Disposable protective gloves must be worn.

A hospital grade disinfectant can be used on the spill area after cleaning.

3.2 Assisting and Physically Supporting Clients

Procedure for Assisting a Weight Bearing Client into a bus

1. Plan the task. Remember the principles of manual handling.

2. Explain the procedure to the client
3. Assess how much the client can do for him/herself and encourage them to assist.
4. Position the client for the move.
5. The client can utilise the handle on the side of the bus and on the door to assist with boarding the bus.
6. Walking frames should be positioned as close to the door and steps as possible until the client can grasp either the handle on the side of the bus or the inside of door and maintain balance. The frame may then be removed before assisting the client up the steps.
7. If the client is in a wheelchair move the wheelchair to the bus door and face it on an angle to the door.
8. Apply the brakes.
9. Encourage the client to move to the front of the seat to make it easier for them to stand.
10. Ensure that the client's feet are on the ground and shoulder width apart.
11. Encourage the client to push up on the armrests of the wheelchair or, with his/her hand closest to the bus, reach for the handle on the side of the bus.
12. Once the client/resident is stable in the standing position, remove the wheelchair.
13. Follow through with the movement required.
14. Place your hand underneath the clients arm to assist, if necessary.
15. Once the client is in the bus help the client to find a seat and sit down using the back of the seat in front as support.
16. Check that the client is sitting correctly on the seat and not just on the edge of the seat.
17. Ensure the client puts the seat belt on and fastens it.

Procedure for Assisting a Weight Bearing Client out of a bus

1. Plan the task. Remember the principles of manual handling.
2. Explain the procedure to the client
3. Assess how much the client can do for him/herself and encourage them to assist.
4. Position the client for the move.
5. Ask the client to undo his/her seatbelt or assist with this process.
6. Follow through with the movement required. Ask the client to move their legs out into the aisle as they turn around in the seat.
7. Encourage the client to lean forward with head and shoulders and, using their hands to push down onto the seat, to stand up. Alternatively they can utilise the support of their walking stick if they have one and/or the back of the seat in front. When balance is stable guide the client off the bus using the door handles as support to negotiate going down the steps. The walking frame or wheelchair can be positioned alongside of the door ready for the client to use once off the bus. Ensure the footplates are removed from the wheelchair or turned out of the way and the brakes applied

All staff and volunteers are required to participate in manual handling training.

Fall Prevention Strategies

The following standard fall-prevention strategies should be in place:

1. Screen and/or assess all clients for risk of falling during assessment;
2. Ensuring that a person's mobility status is established and that if they are mobile they can mobilise safely should a fall occur
3. Making the environment safe by ensuring that:
 - the bus and venues used are kept free from clutter or spills
 - venues are visited that offer adequate lighting and access
 - floor surfaces are clean and dry
 - a volunteer or staff member is positioned at the base and the top of the bus steps to assist clients on and off the bus

- Risk assessment of all venues to be conducted. Any potential risks are to be noted in Coordinators work diary.

Use of Client Photographs

Material of any kind which may identify a client shall not be used for any purpose without verbal consent. Consent may be provided by the client or a carer.

Emergency Procedures

The procedures below have been established for managing incidents;

Client Fall

If a client has a fall, **DO NOT MOVE THEM** unless they are in danger. If available, cover them with a blanket, check their breathing, telephone for an ambulance and ring the Community Life Operations Manager or Manager Community Life. The Coordinator will complete an incident report and contact the clients emergency contact number.

Motor Vehicle Accident

In the event of a motor vehicle accident; the following procedures should be adhered to;

- Stop immediately
- Use headlights, indicator lights or hazard lights to warn other drivers and light up scene if dark
- Driver not to admit to any liability or make comments or statements which may be interpreted as an admission of liability
- Contact the Community Life Operations Manager who will contact Police if necessary (after hours contact Police directly if necessary).
- Exchange driver's names, addresses, registration, and names of vehicle owners with others involved in accident
- Obtain details of others drivers involved, name of attending police officer, witnesses
- Driver must not attempt any minor repairs as this may affect insurance liability
- Follow incident reporting procedures
- If required utilize plastic markers and cones to raise awareness of the hazard

Any accident, breakdown or any damage to the vehicle or any parking/traffic infringements incurred must be reported to the Council immediately, or early the next working day. Drivers will be required to provide a written account of any incident on an Incident Report Form.

It is the responsibility of all drivers to check vehicles thoroughly both before departing and upon return.

Client Illness

- If client is ill take details of doctor or any medication and call an ambulance
- If passenger injured while on bus apply first aid where appropriate. First aid only to be undertaken by qualified first aid officer.

Vehicle Breakdown

- Call the Coordinator Fleet Services.
- Use hazard lights , set up cones, call NRMA and ensure that the bus is not in a dangerous position.

In the event of a motor vehicle accident involving a City of Canada Bay Community Bus, the highest priority is to ensure the safety of staff, volunteers and clients. Minimising risk to the general public and observing legal obligations are also important considerations.

General health complications (e.g. Asthma attack, epileptic fit)

DO NOT MOVE client unless they are in immediate danger. Cover them with a blanket, check their breathing, telephone for an ambulance and ring the Community Life Operations Manager or Manager Community Life.